US009710558B2

(12) **United States Patent**
Yeager et al.

(10) **Patent No.: US 9,710,558 B2**
(45) **Date of Patent: Jul. 18, 2017**

(54) **METHOD AND APPARATUS FOR NAVIGATIONAL SEARCHING OF A WEBSITE**

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(72) Inventors: **Stephen Yeager**, Seattle, WA (US); **Marco Ramirez**, Burien, WA (US); **Brad Sadler**, San Francisco, CA (US)

(73) Assignee: **Bank of America Corporation**, Charlotte, NC (US)

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 519 days.

(21) Appl. No.: **14/337,339**

(22) Filed: **Jul. 22, 2014**

(65) **Prior Publication Data**

US 2016/0026716 A1 Jan. 28, 2016

(51) **Int. Cl.**
G06F 17/30 (2006.01)
G06Q 40/02 (2012.01)

(52) **U.S. Cl.**
CPC ***G06F 17/30864*** (2013.01); *G06Q 40/02* (2013.01)

(58) **Field of Classification Search**
None
See application file for complete search history.

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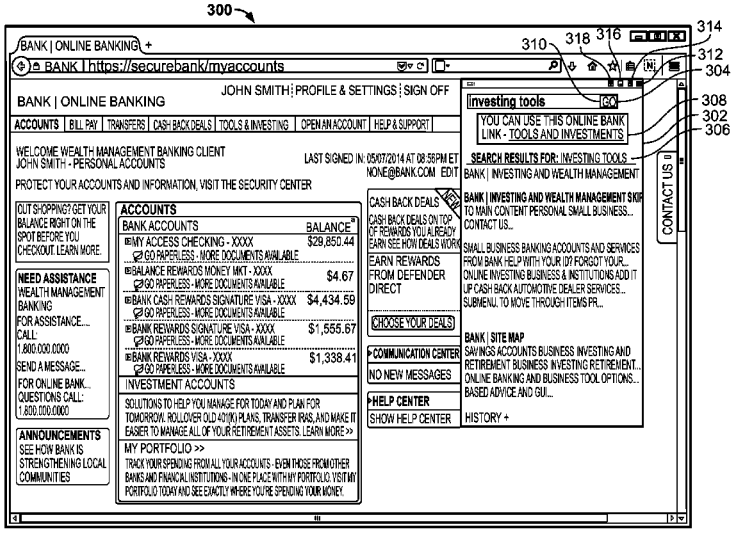
Primary Examiner — Ariel Mercado Vargas
(74) *Attorney, Agent, or Firm* — Weiss & Arons LLP; Michael A. Springs, Esq.

(57) **ABSTRACT**

Methods may display an interactive searching display window on a webpage. Methods may display a search box located on the interactive searching display window, which may enable a user to type in a query. Methods may display an answer box located on the interactive searching display window, which may display an answer to a user's query. Methods may display a minimize button, a maximize button and a pin button, which may allow the user to pin the interactive searching display window to one side of the webpage. Methods may redirect the user to a second webpage in response to the determination that greater than a threshold probability exists that the answer to the user's question may be found on the second webpage. Methods may display the interactive searching display window about a central location on the second webpage for a time period between 1.5 and 3.5 seconds.

20 Claims, 11 Drawing Sheets



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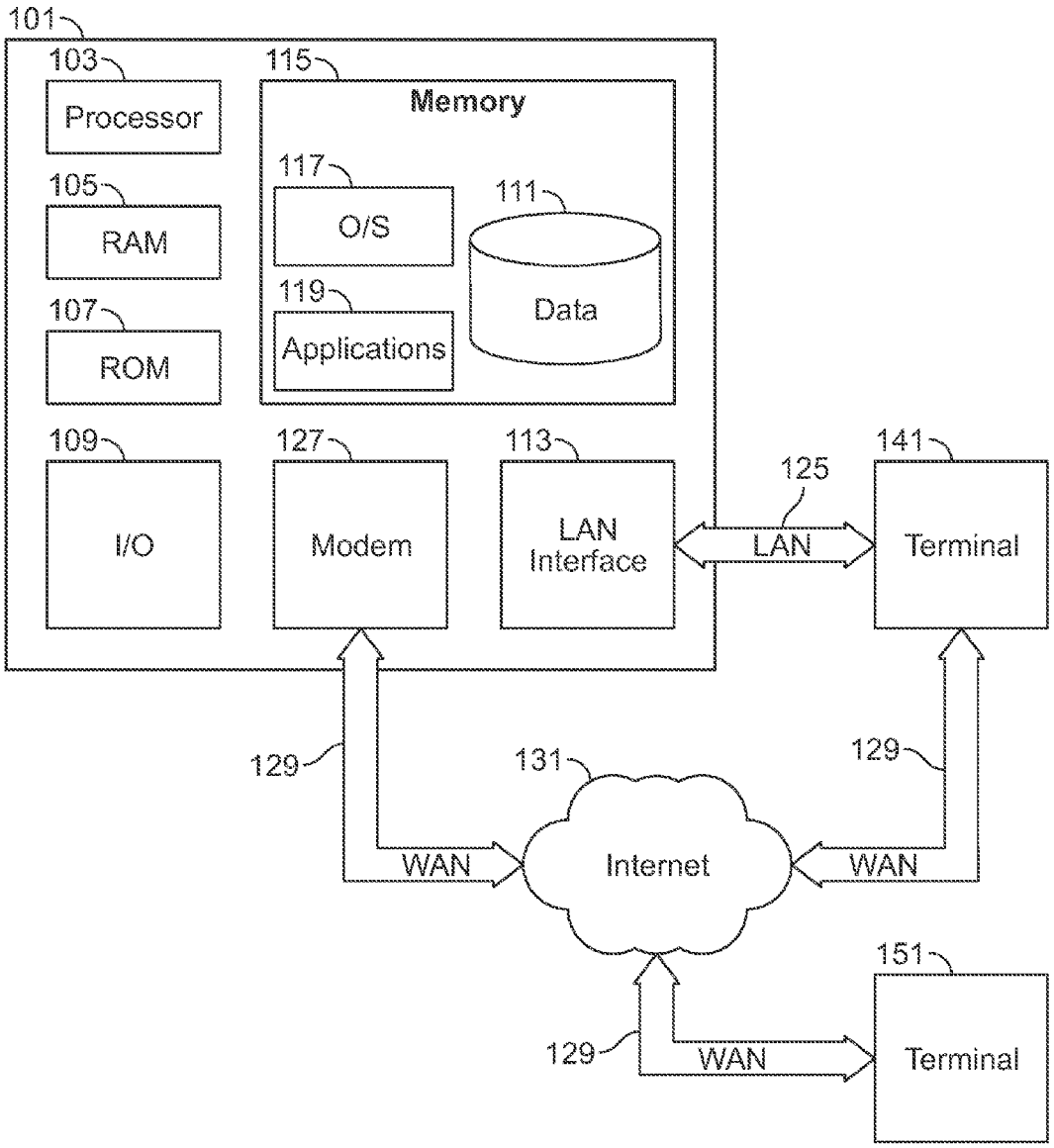
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103
Processor
115
Memory
117
O/S
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Data
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RAM
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Applications
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ROM
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I/O
127
Modem
113
LAN Interface
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LAN
141
Terminal
129
131
Internet
129
WAN
WAN
151
129
WAN
Terminal

FIG. 1

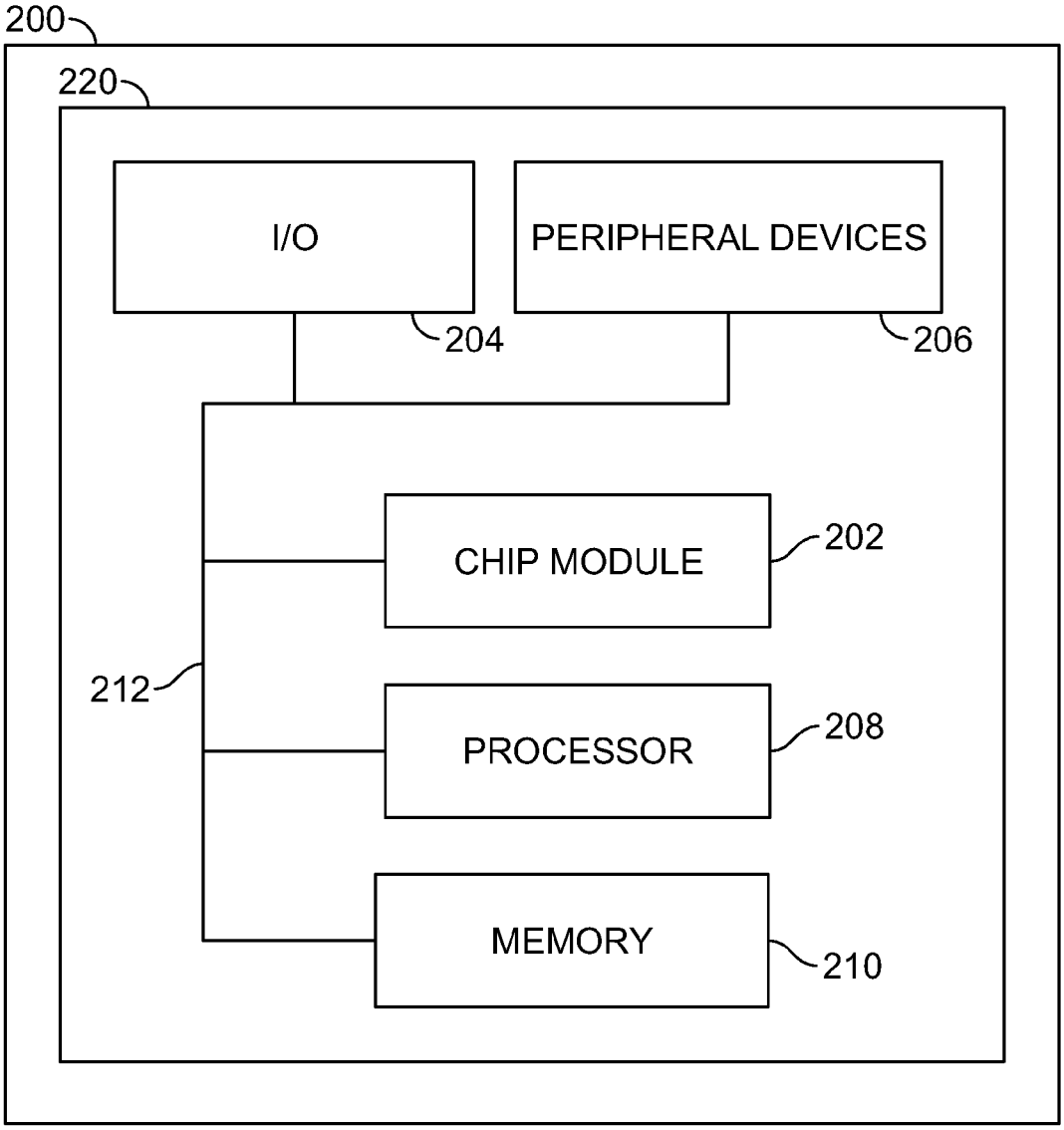
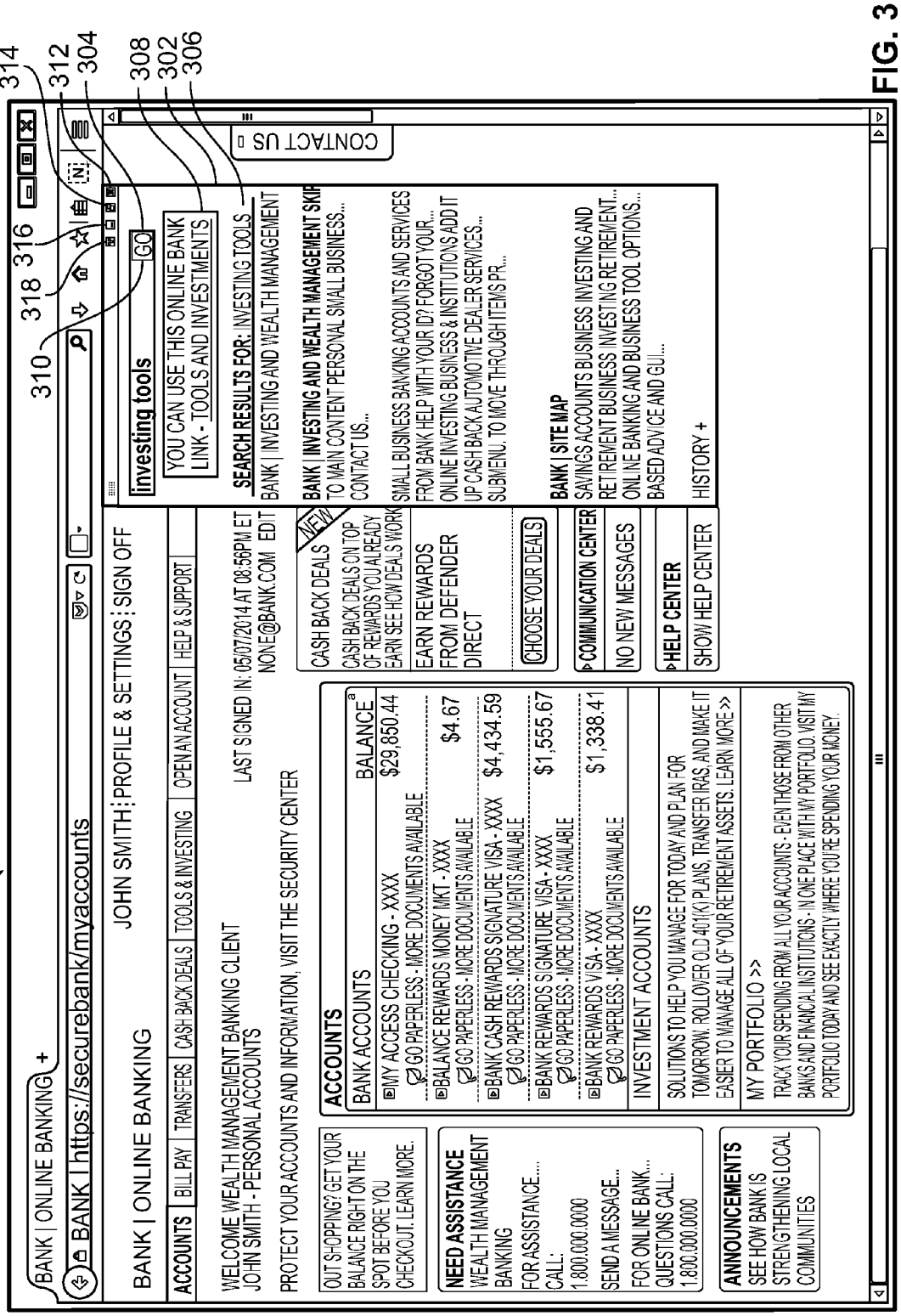

200
220
I/O
PERIPHERAL DEVICES
204
206
CHIP MODULE
202
212
PROCESSOR
208
MEMORY
210

FIG. 2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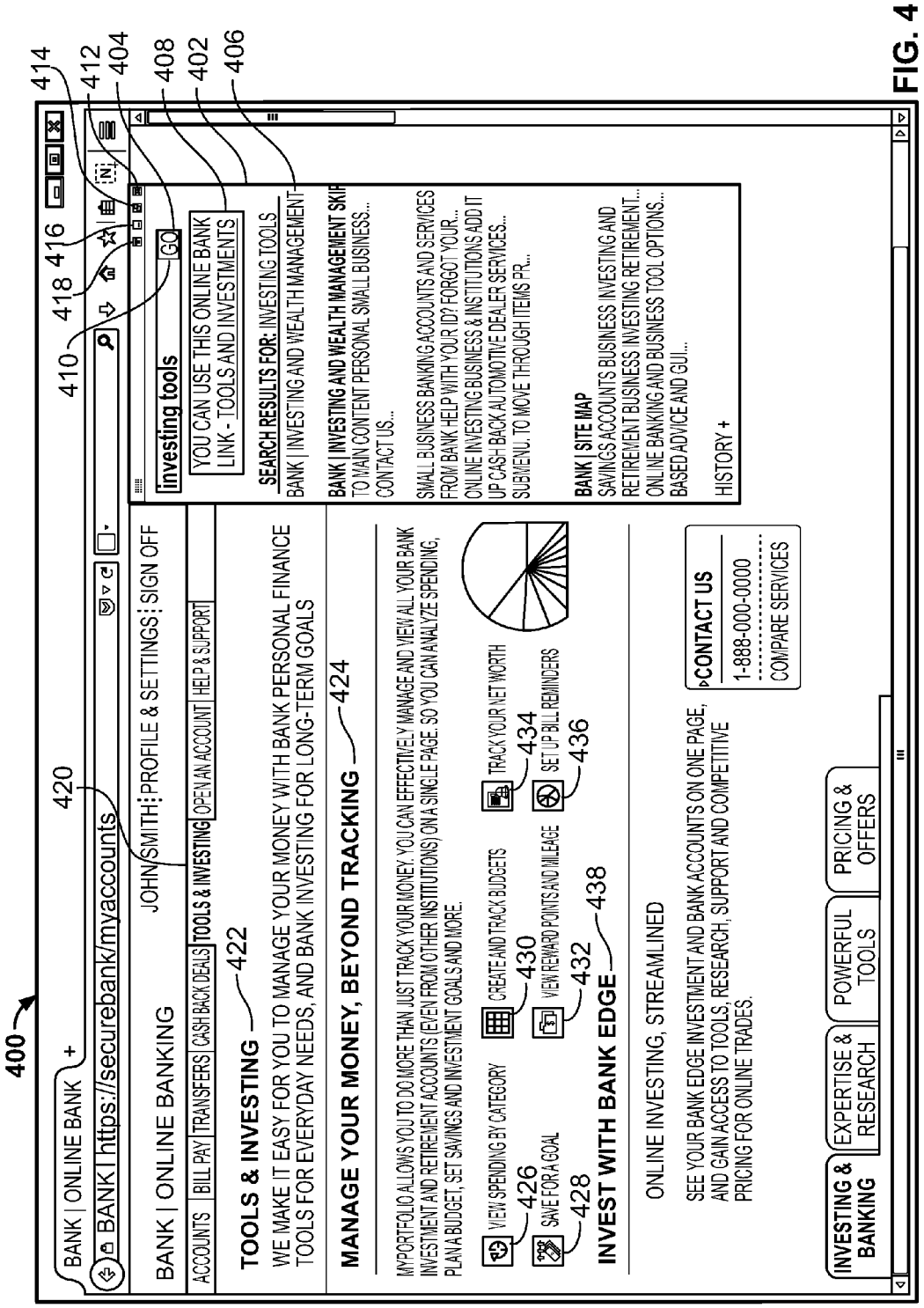
BANK | ONLINE BANKING +
BANK | https://securebank/myaccounts
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
BANK | ONLINE BANKING
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
WELCOME WEALTH MANAGEMENT BANKING CLIENT
JOHN SMITH - PERSONAL ACCOUNTS
LAST SIGNED IN: 05/07/2014 AT 08:56PM ET
NONE@BANK.COM EDIT
PROTECT YOUR ACCOUNTS AND INFORMATION, VISIT THE SECURITY CENTER
investing tools
GO
YOU CAN USE THIS ONLINE BANK LINK - TOOLS AND INVESTMENTS
SEARCH RESULTS FOR: INVESTING TOOLS
BANK | INVESTING AND WEALTH MANAGEMENT
BANK | INVESTING AND WEALTH MANAGEMENT SKIP TO MAIN CONTENT PERSONAL SMALL BUSINESS... CONTACT US...
SMALL BUSINESS BANKING ACCOUNTS AND SERVICES FROM BANK HELP WITH YOUR ID? FORGOT YOUR... ONLINE INVESTING BUSINESS & INSTITUTIONS ADD IT UP CASH BACK AUTOMOTIVE DEALER SERVICES... SUBMENU. TO MOVE THROUGH ITEMS PR...
BANK | SITE MAP
SAVINGS ACCOUNTS BUSINESS INVESTING AND RETIREMENT BUSINESS INVESTING RETIREMENT... ONLINE BANKING AND BUSINESS TOOL OPTIONS... BASED ADVICE AND GU...
HISTORY +
CONTACT US
HELP CENTER
SHOW HELP CENTER
COMMUNICATION CENTER
NO NEW MESSAGES
CASH BACK DEALS
NEW
CASH BACK DEALS ON TOP OF REWARDS YOU ALREADY EARN SEE HOW DEALS WORK
EARN REWARDS FROM DEFENDER DIRECT
CHOOSE YOUR DEALS
ACCOUNTS
BANK ACCOUNTS
BALANCE
MY ACCESS CHECKING - XXXX $29,850.44
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BALANCE REWARDS MONEY MKT - XXXX $4.67
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BANK CASH REWARDS SIGNATURE VISA - XXXX $4,434.59
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BANK REWARDS SIGNATURE VISA - XXXX $1,555.67
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BANK REWARDS VISA - XXXX $1,338.41
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
INVESTMENT ACCOUNTS
SOLUTIONS TO HELP YOU MANAGE FOR TODAY AND PLAN FOR TOMORROW. ROLLOVER OLD 401(K) PLANS, TRANSFER IRAS, AND MAKE IT EASIER TO MANAGE ALL OF YOUR RETIREMENT ASSETS. LEARN MORE >>
MY PORTFOLIO >>
TRACK YOUR SPENDING FROM ALL YOUR ACCOUNTS - EVEN THOSE FROM OTHER BANKS AND FINANCIAL INSTITUTIONS - IN ONE PLACE WITH MY PORTFOLIO. VISIT MY PORTFOLIO TODAY AND SEE EXACTLY WHERE YOU'RE SPENDING YOUR MONEY!
OUT SHOPPING? GET YOUR BALANCE RIGHT ON THE SPOT BEFORE YOU CHECKOUT. LEARN MORE.
NEED ASSISTANCE
WEALTH MANAGEMENT BANKING
FOR ASSISTANCE.... CALL:
1.800.000.0000
SEND A MESSAGE...
FOR ONLINE BANK... QUESTIONS CALL:
1.800.000.0000
ANNOUNCEMENTS
SEE HOW BANK IS STRENGTHENING LOCAL COMMUNITIES

FIG. 3


400
BANK | ONLINE BANK
BANK | https://securebank/myaccounts
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412
404
408
402
406
BANK | ONLINE BANKING
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
TOOLS & INVESTING
422
WE MAKE IT EASY FOR YOU TO MANAGE YOUR MONEY WITH BANK PERSONAL FINANCE TOOLS FOR EVERYDAY NEEDS, AND BANK INVESTING FOR LONG-TERM GOALS
MANAGE YOUR MONEY, BEYOND TRACKING
424
MYPORTFOLIO ALLOWS YOU TO DO MORE THAN JUST TRACK YOUR MONEY. YOU CAN EFFECTIVELY MANAGE AND VIEW ALL YOUR BANK INVESTMENT AND RETIREMENT ACCOUNTS (EVEN FROM OTHER INSTITUTIONS) ON A SINGLE PAGE. SO YOU CAN ANALYZE SPENDING, PLAN A BUDGET, SET SAVINGS AND INVESTMENT GOALS AND MORE.
VIEW SPENDING BY CATEGORY
426
SAVE FOR A GOAL
428
CREATE AND TRACK BUDGETS
430
VIEW REWARD POINTS AND MILEAGE
432
TRACK YOUR NET WORTH
434
SET UP BILL REMINDERS
436
INVEST WITH BANK EDGE
438
ONLINE INVESTING, STREAMLINED
SEE YOUR BANK EDGE INVESTMENT AND BANK ACCOUNTS ON ONE PAGE, AND GAIN ACCESS TO TOOLS, RESEARCH, SUPPORT AND COMPETITIVE PRICING FOR ONLINE TRADES.
CONTACT US
1-888-000-0000
COMPARE SERVICES
INVESTING & BANKING
EXPERTISE & RESEARCH
POWERFUL TOOLS
PRICING & OFFERS
investing tools
GO
YOU CAN USE THIS ONLINE BANK LINK - TOOLS AND INVESTMENTS
SEARCH RESULTS FOR: INVESTING TOOLS
BANK | INVESTING AND WEALTH MANAGEMENT
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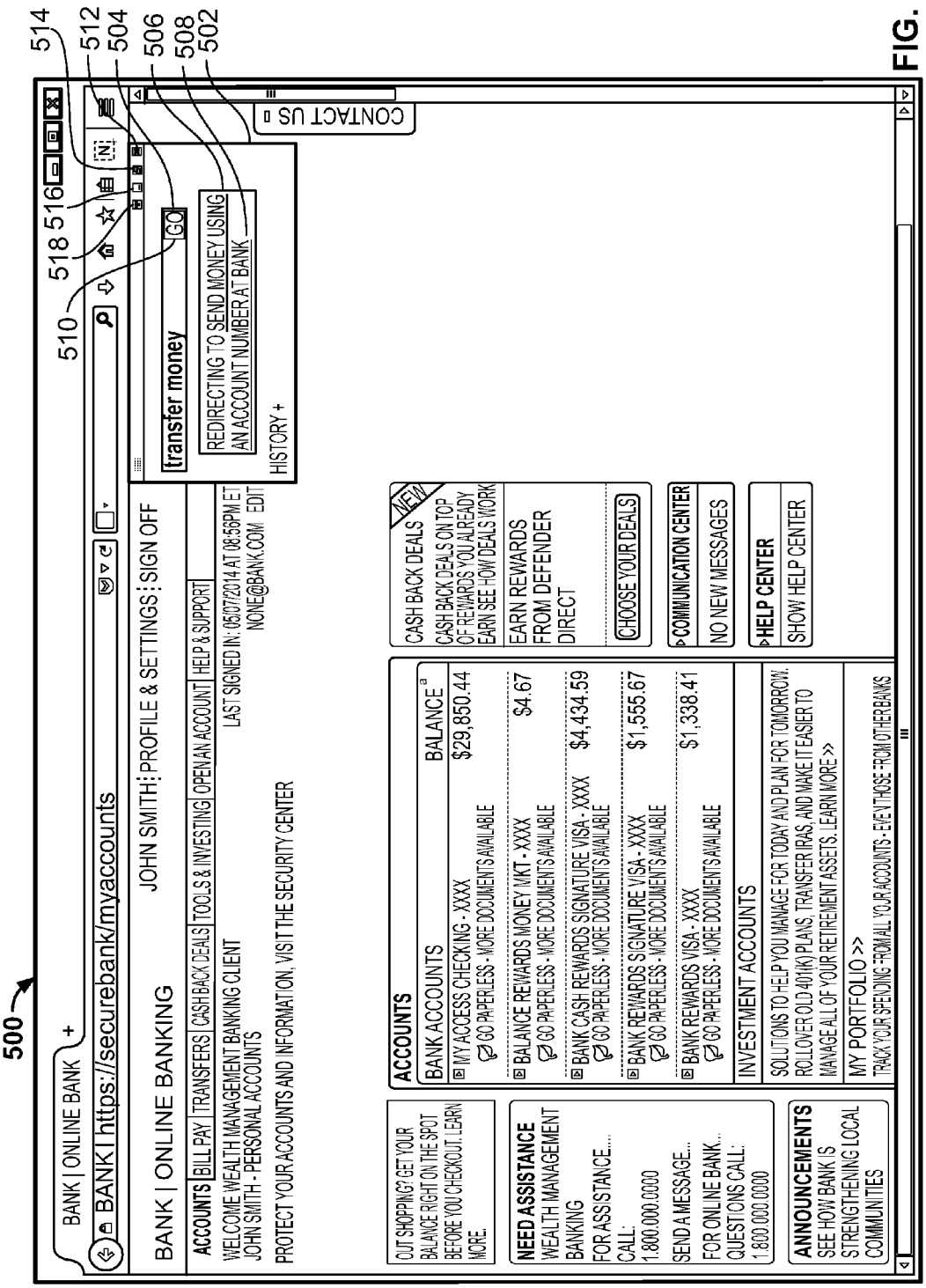
BANK | SITE MAP
SAVINGS ACCOUNTS BUSINESS INVESTING AND RETIREMENT BUSINESS INVESTING RETIREMENT... ONLINE BANKING AND BUSINESS TOOL OPTIONS... BASED ADVICE AND GUI...
HISTORY +

FIG. 4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BANK | ONLINE BANK
BANK | https://securebank/myaccounts
BANK | ONLINE BANKING
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
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JOHN SMITH - PERSONAL ACCOUNTS
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transfer money
GO
REDIRECTING TO SEND MONEY USING AN ACCOUNT NUMBER AT BANK
HISTORY +
CONTACT US
ACCOUNTS
BANK ACCOUNTS
BALANCE[a]
MY ACCESS CHECKING - XXXX $29,850.44
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BALANCE REWARDS MONEY MKT - XXXX $4.67
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BANK CASH REWARDS SIGNATURE VISA - XXXX $4,434.59
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BANK REWARDS SIGNATURE VISA - XXXX $1,555.67
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
BANK REWARDS VISA - XXXX $1,338.41
GO PAPERLESS - MORE DOCUMENTS AVAILABLE
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TRACK YOUR SPENDING FROM ALL YOUR ACCOUNTS - EVEN THOSE FROM OTHER BANKS
CASH BACK DEALS
NEW
CASH BACK DEALS ON TOP OF REWARDS YOU ALREADY EARN SEE HOW DEALS WORK
EARN REWARDS FROM DEFENDER DIRECT
CHOOSE YOUR DEALS
COMMUNICATION CENTER
NO NEW MESSAGES
HELP CENTER
SHOW HELP CENTER
CUT SHOPPING? GET YOUR BALANCE RIGHT ON THE SPOT BEFORE YOU CHECKOUT. LEARN MORE.
NEED ASSISTANCE
WEALTH MANAGEMENT BANKING
FOR ASSISTANCE... CALL:
1.800.000.0000
SEND A MESSAGE...
FOR ONLINE BANK... QUESTIONS CALL:
1.800.000.0000
ANNOUNCEMENTS
SEE HOW BANK IS STRENGTHENING LOCAL COMMUNITIES

FIG. 5

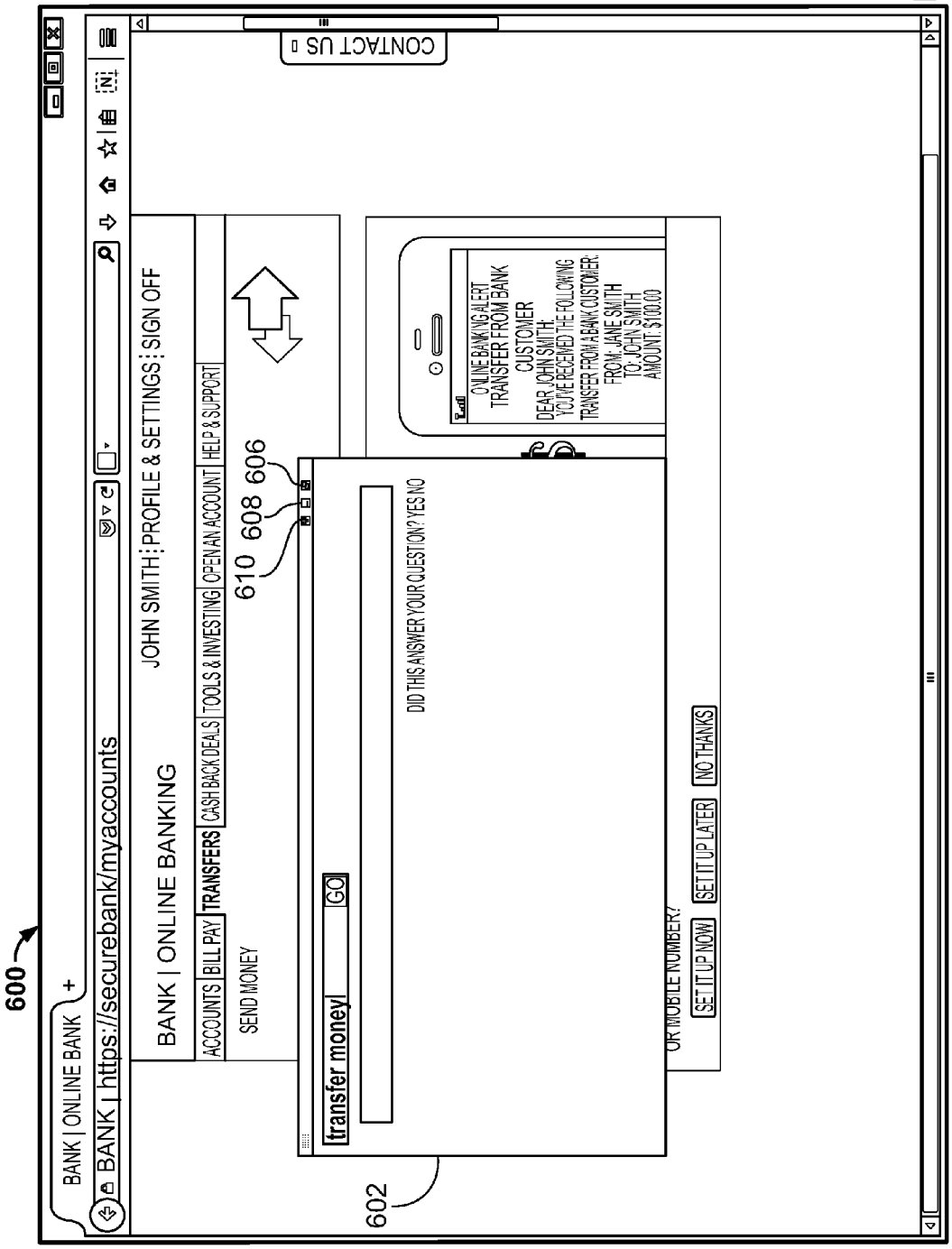

600
BANK | ONLINE BANK
BANK | https://securebank/myaccounts
BANK | ONLINE BANKING
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
SEND MONEY
610 608 606
transfer money!
GO
602
DID THIS ANSWER YOUR QUESTION? YES NO
CONTACT US
ONLINE BANKING ALERT
TRANSFER FROM BANK CUSTOMER
DEAR JOHN SMITH:
YOU'VE RECEIVED THE FOLLOWING TRANSFER FROM A BANK CUSTOMER.
FROM: JANE SMITH
TO: JOHN SMITH
AMOUNT: $100.00
OR MOBILE NUMBER:
SET IT UP NOW
SET IT UP LATER
NO THANKS

FIG. 6

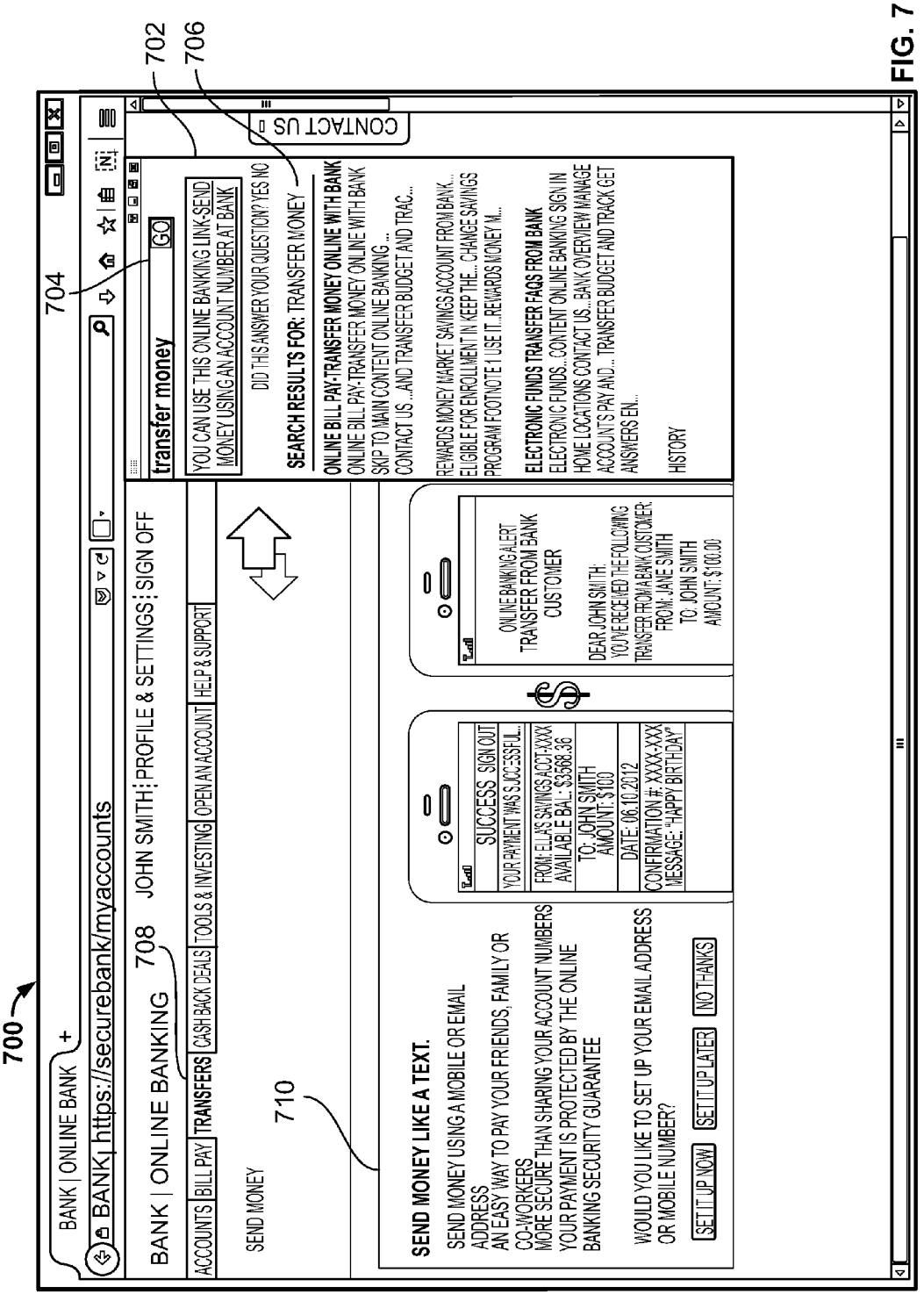

700
704
702
706
708
710
BANK | ONLINE BANK
BANK https://securebank/myaccounts
BANK | ONLINE BANKING
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
SEND MONEY
transfer money
GO
YOU CAN USE THIS ONLINE BANKING LINK-SEND MONEY USING AN ACCOUNT NUMBER AT BANK
DID THIS ANSWER YOUR QUESTION? YES NO
SEARCH RESULTS FOR: TRANSFER MONEY
ONLINE BILL PAY: TRANSFER MONEY ONLINE WITH BANK
ONLINE BILL PAY: TRANSFER MONEY ONLINE WITH BANK
SKIP TO MAIN CONTENT ONLINE BANKING ...
CONTACT US ...AND TRANSFER BUDGET AND TRAC...
REWARDS MONEY MARKET SAVINGS ACCOUNT FROM BANK...
ELIGIBLE FOR ENROLLMENT IN KEEP THE... CHANGE SAVINGS PROGRAM FOOTNOTE 1 USE IT...REWARDS MONEY M...
ELECTRONIC FUNDS TRANSFER FAQS FROM BANK
ELECTRONIC FUNDS...CONTENT ONLINE BANKING SIGN IN HOME LOCATIONS CONTACT US...BANK OVERVIEW MANAGE ACCOUNTS PAY AND... TRANSFER BUDGET AND TRACK GET ANSWERS EN...
HISTORY
CONTACT US
SEND MONEY LIKE A TEXT.
SEND MONEY USING A MOBILE OR EMAIL ADDRESS
AN EASY WAY TO PAY YOUR FRIENDS, FAMILY OR CO-WORKERS
MORE SECURE THAN SHARING YOUR ACCOUNT NUMBERS
YOUR PAYMENT IS PROTECTED BY THE ONLINE BANKING SECURITY GUARANTEE
WOULD YOU LIKE TO SET UP YOUR EMAIL ADDRESS OR MOBILE NUMBER?
SET IT UP NOW
SET IT UP LATER
NO THANKS
SUCCESS SIGN OUT
YOUR PAYMENT WAS SUCCESSFUL..
FROM: ELLA'S SAVINGS ACCT: XXXX AVAILABLE BAL: $3568.36
TO: JOHN SMITH AMOUNT: $100
DATE: 06.10.2012
CONFIRMATION #: XXXX-XXXX MESSAGE: "HAPPY BIRTHDAY"
ONLINE BANKING ALERT TRANSFER FROM BANK CUSTOMER
DEAR JOHN SMITH: YOU'VE RECEIVED THE FOLLOWING TRANSFER FROM A BANK CUSTOMER: FROM: JANE SMITH TO: JOHN SMITH AMOUNT: $100.00

FIG. 7

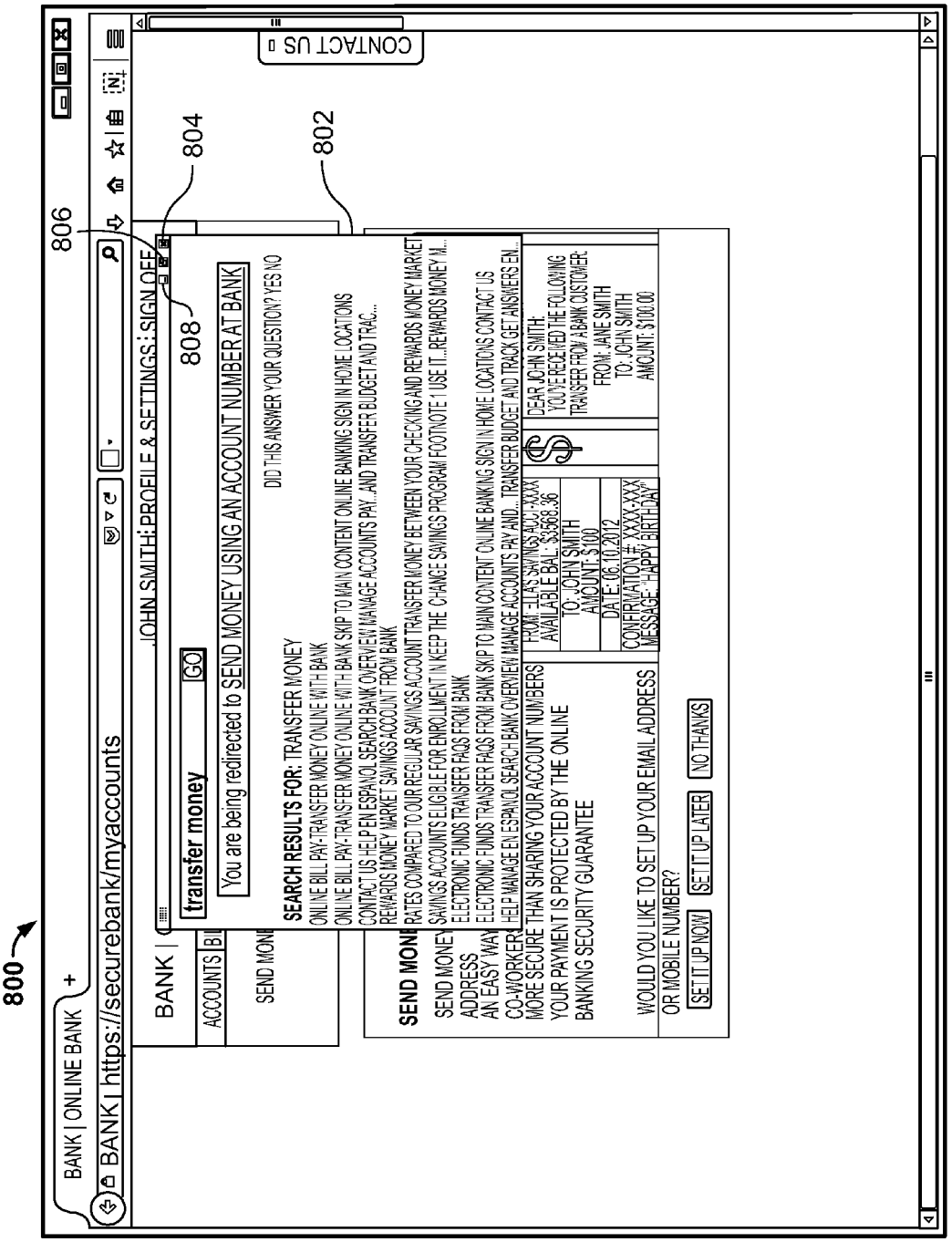

800
806
804
802
808
BANK | ONLINE BANK
BANK | https://securebank/myaccounts
JOHN SMITH: PROFILE & SETTINGS: SIGN OFF
CONTACT US
transfer money
GO
You are being redirected to SEND MONEY USING AN ACCOUNT NUMBER AT BANK
DID THIS ANSWER YOUR QUESTION? YES NO
SEARCH RESULTS FOR: TRANSFER MONEY
ONLINE BILL PAY-TRANSFER MONEY ONLINE WITH BANK
ONLINE BILL PAY-TRANSFER MONEY ONLINE WITH BANK SKIP TO MAIN CONTENT ONLINE BANKING SIGN IN HOME LOCATIONS
CONTACT US HELP EN ESPANOL SEARCH BANK OVERVIEW MANAGE ACCOUNTS PAY...AND TRANSFER BUDGET AND TRAC...
REWARDS MONEY MARKET SAVINGS ACCOUNT FROM BANK
RATES COMPARED TO OUR REGULAR SAVINGS ACCOUNT TRANSFER MONEY BETWEEN YOUR CHECKING AND REWARDS MONEY MARKET
SAVINGS ACCOUNTS ELIGIBLE FOR ENROLLMENT IN KEEP THE CHANGE SAVINGS PROGRAM FOOTNOTE 1 USE IT...REWARDS MONEY M...
ELECTRONIC FUNDS TRANSFER FAQS FROM BANK
ELECTRONIC FUNDS TRANSFER FAQS FROM BANK SKIP TO MAIN CONTENT ONLINE BANKING SIGN IN HOME LOCATIONS CONTACT US
HELP MANAGE EN ESPANOL SEARCH BANK OVERVIEW MANAGE ACCOUNTS PAY AND... TRANSFER BUDGET AND TRACK GET ANSWERS EN...
SEND MONEY
SEND MONEY
ADDRESS
AN EASY WAY
CO-WORKER
MORE SECURE THAN SHARING YOUR ACCOUNT NUMBERS
YOUR PAYMENT IS PROTECTED BY THE ONLINE
BANKING SECURITY GUARANTEE
FROM: "LEA'S SAVINGS ACC": XXXX
AVAILABLE BAL.: $3568.36
TO: JOHN SMITH
AMOUNT: $100
DATE: 06.10.2012
CONFIRMATION #: XXXX-XXX
MESSAGE: "HAPPY BIRTHDAY"
DEAR JOHN SMITH
YOU'VE RECEIVED THE FOLLOWING
TRANSFER FROM A BANK CUSTOMER:
FROM: JANE SMITH
TO: JOHN SMITH
AMOUNT: $100.00
WOULD YOU LIKE TO SET UP YOUR EMAIL ADDRESS
OR MOBILE NUMBER?
SET IT UP NOW
SET IT UP LATER
NO THANKS

FIG. 8

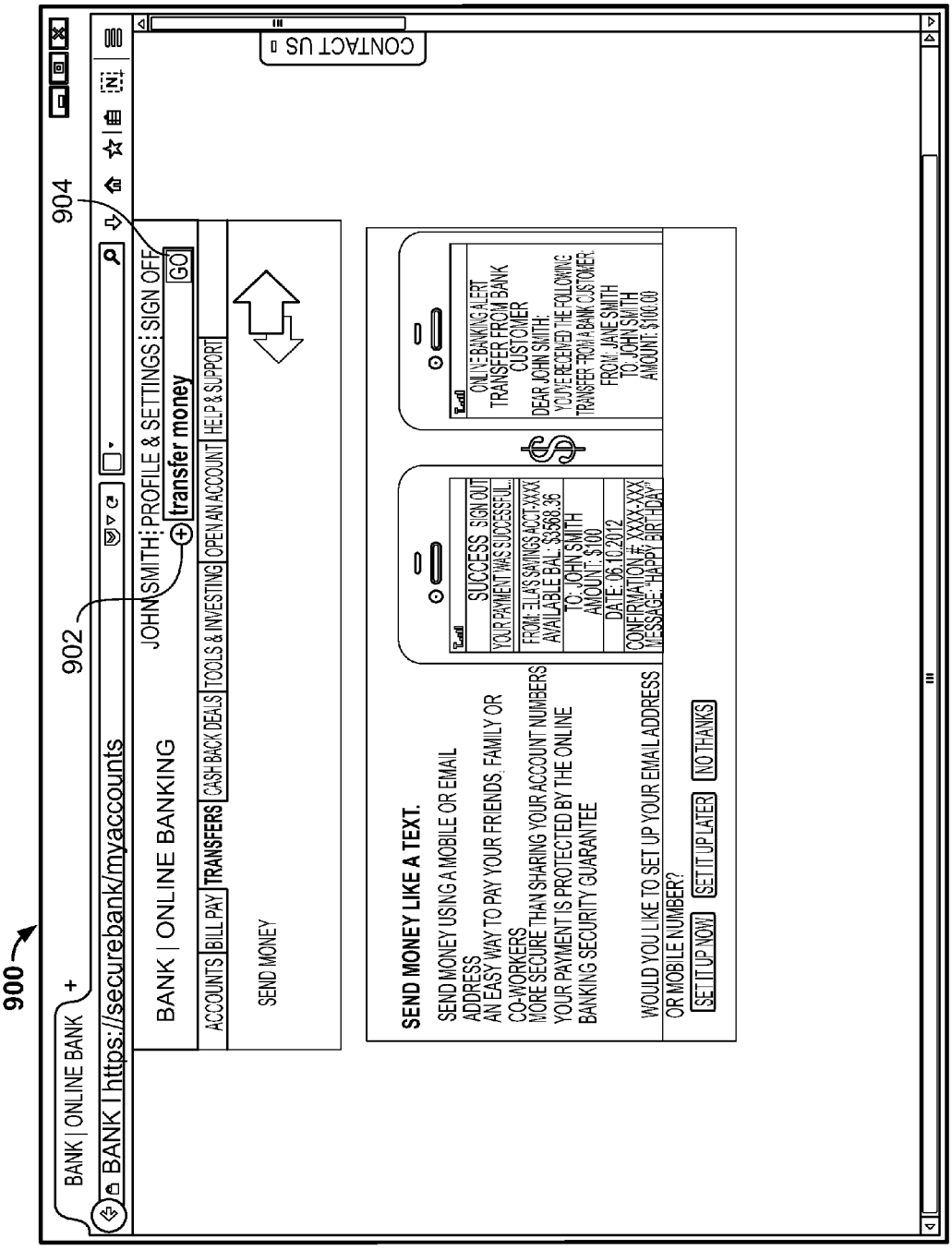
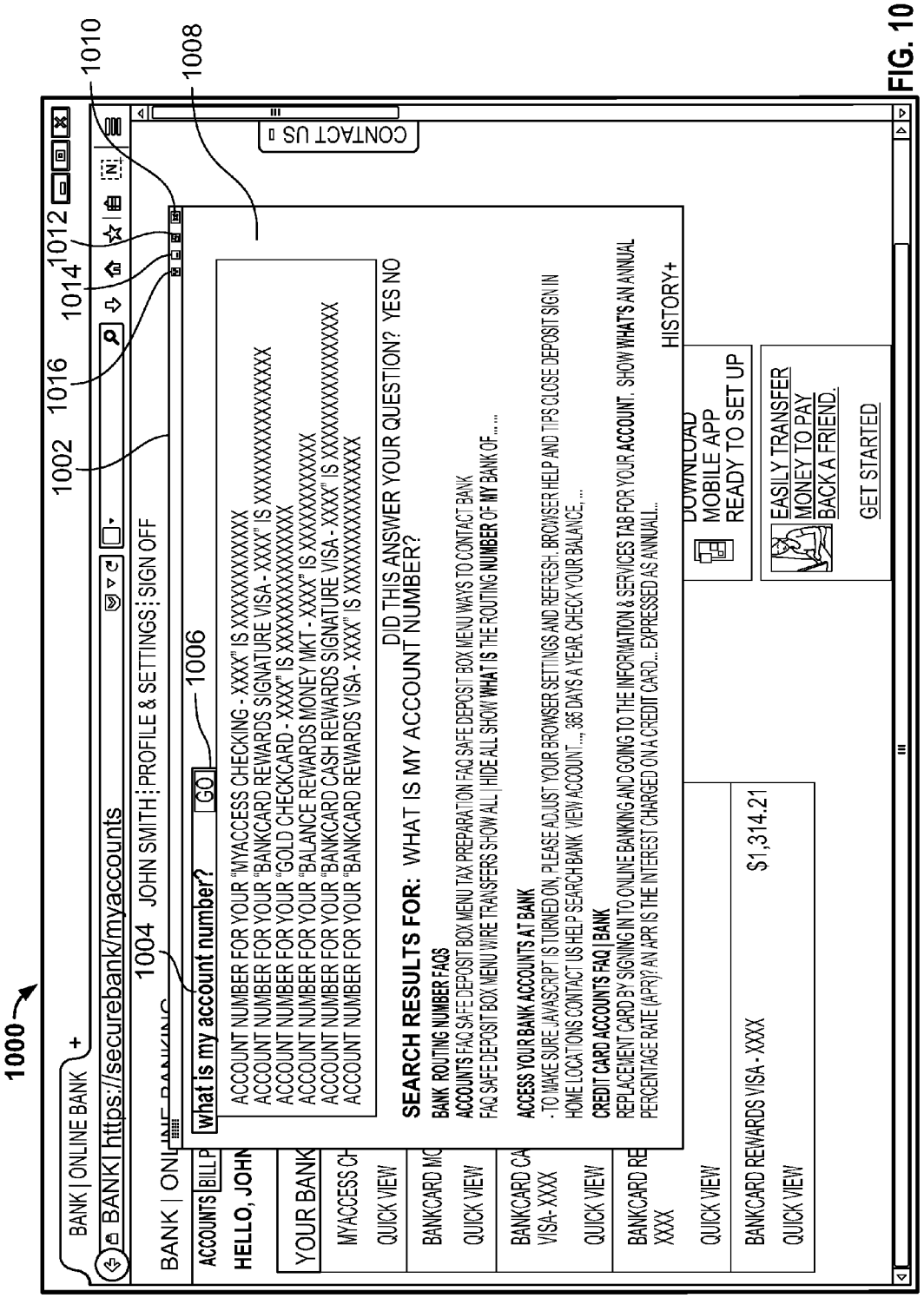

900
BANK | ONLINE BANK
BANK | https://securebank/myaccounts
902
904
CONTACT US
BANK | ONLINE BANKING
JOHN SMITH: PROFILE & SETTINGS: SIGN OFF
transfer money
GO
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
SEND MONEY
SEND MONEY LIKE A TEXT.
SEND MONEY USING A MOBILE OR EMAIL ADDRESS
AN EASY WAY TO PAY YOUR FRIENDS, FAMILY OR CO-WORKERS
MORE SECURE THAN SHARING YOUR ACCOUNT NUMBERS
YOUR PAYMENT IS PROTECTED BY THE ONLINE BANKING SECURITY GUARANTEE
WOULD YOU LIKE TO SET UP YOUR EMAIL ADDRESS OR MOBILE NUMBER?
SET IT UP NOW!
SET IT UP LATER
NO THANKS
SUCCESS SIGN OUT
YOUR PAYMENT WAS SUCCESSFUL.
FROM: ELIAS SAVINGS ACCT-XXXX
AVAILABLE BAL.: $3368.36
TO: JOHN SMITH
AMOUNT: $100
DATE: 06.10.2012
CONFIRMATION #: XXXX-XXX
MESSAGE: "HAPPY BIRTHDAY"
ONLINE BANKING ALERT
TRANSFER FROM BANK CUSTOMER
DEAR JOHN SMITH:
YOU'VE RECEIVED THE FOLLOWING TRANSFER FROM A BANK CUSTOMER:
FROM: JANE SMITH
TO: JOHN SMITH
AMOUNT: $100.00

FIG. 9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1012
1014
1016
BANK | ONLINE BANK
BANK | https://securebank/myaccounts
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
CONTACT US
ACCOUNTS
BILL P
HELLO, JOHN
what is my account number?
GO
ACCOUNT NUMBER FOR YOUR "MYACCESS CHECKING - XXXX" IS XXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BANKCARD REWARDS SIGNATURE VISA - XXXX" IS XXXXXXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "GOLD CHECKCARD - XXXX" IS XXXXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BALANCE REWARDS MONEY MKT - XXXX" IS XXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BANKCARD CASH REWARDS SIGNATURE VISA - XXXX" IS XXXXXXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BANKCARD REWARDS VISA - XXXX" IS XXXXXXXXXXXXXXXX
SEARCH RESULTS FOR: WHAT IS MY ACCOUNT NUMBER?
DID THIS ANSWER YOUR QUESTION? YES NO
BANK ROUTING NUMBER FAQS
ACCOUNTS FAQ SAFE DEPOSIT BOX MENU TAX PREPARATION FAQ SAFE DEPOSIT BOX MENU WAYS TO CONTACT BANK
FAQ SAFE DEPOSIT BOX MENU WIRE TRANSFERS SHOW ALL | HIDE ALL SHOW WHAT IS THE ROUTING NUMBER OF MY BANK OF..., ...
ACCESS YOUR BANK ACCOUNTS AT BANK
- TO MAKE SURE JAVASCRIPT IS TURNED ON, PLEASE ADJUST YOUR BROWSER SETTINGS AND REFRESH. BROWSER HELP AND TIPS CLOSE DEPOSIT SIGN IN
HOME LOCATIONS CONTACT US HELP SEARCH BANK. VIEW ACCOUNT..., 365 DAYS A YEAR. CHECK YOUR BALANCE, ...
CREDIT CARD ACCOUNTS FAQ | BANK
REPLACEMENT CARD BY SIGNING IN TO ONLINE BANKING AND GOING TO THE INFORMATION & SERVICES TAB FOR YOUR ACCOUNT. SHOW WHAT'S AN ANNUAL
PERCENTAGE RATE (APR)? AN APR IS THE INTEREST CHARGED ON A CREDIT CARD... EXPRESSED AS ANNUAL...
HISTORY+
YOUR BANK
MYACCESS CH
QUICK VIEW
BANKCARD MC
QUICK VIEW
BANKCARD CA
VISA- XXXX
QUICK VIEW
BANKCARD RE
XXXX
QUICK VIEW
BANKCARD REWARDS VISA - XXXX
$1,314.21
QUICK VIEW
DOWNLOAD
MOBILE APP
READY TO SET UP
EASILY TRANSFER
MONEY TO PAY
BACK A FRIEND.
GET STARTED

FIG. 10

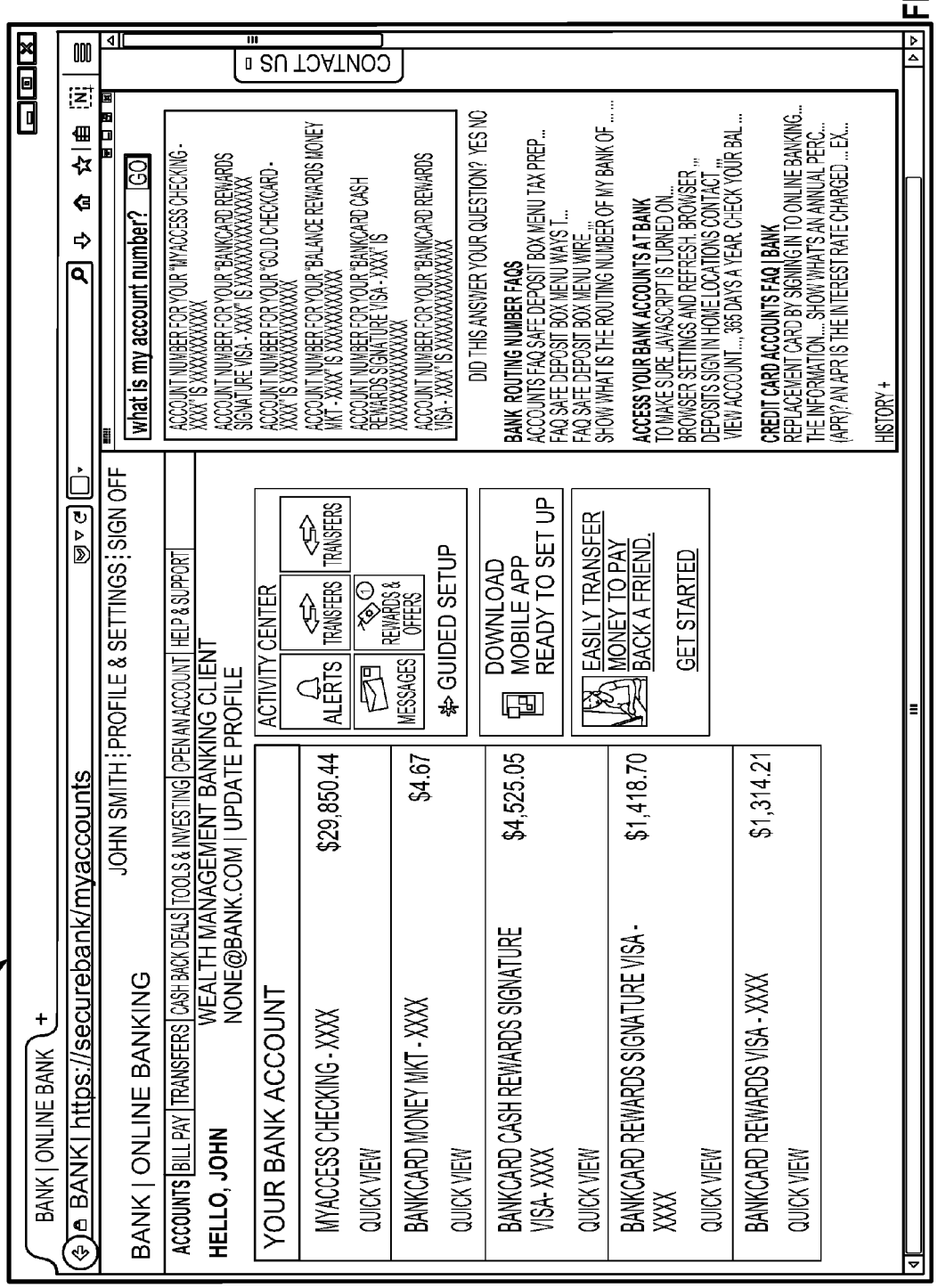
1100
BANK | ONLINE BANK
BANK | https://securebank/myaccounts
BANK | ONLINE BANKING
JOHN SMITH | PROFILE & SETTINGS | SIGN OFF
ACCOUNTS | BILL PAY | TRANSFERS | CASH BACK DEALS | TOOLS & INVESTING | OPEN AN ACCOUNT | HELP & SUPPORT
HELLO, JOHN
WEALTH MANAGEMENT BANKING CLIENT
NONE@BANK.COM | UPDATE PROFILE
YOUR BANK ACCOUNT
MYACCESS CHECKING - XXXX $29,850.44
QUICK VIEW
BANKCARD MONEY MKT - XXXX $4.67
QUICK VIEW
BANKCARD CASH REWARDS SIGNATURE VISA- XXXX $4,525.05
QUICK VIEW
BANKCARD REWARDS SIGNATURE VISA - XXXX $1,418.70
QUICK VIEW
BANKCARD REWARDS VISA - XXXX $1,314.21
QUICK VIEW
ACTIVITY CENTER
ALERTS
TRANSFERS
TRANSFERS
MESSAGES
REWARDS & OFFERS
GUIDED SETUP
DOWNLOAD MOBILE APP READY TO SET UP
EASILY TRANSFER MONEY TO PAY BACK A FRIEND.
GET STARTED
what is my account number? GO
ACCOUNT NUMBER FOR YOUR "MYACCESS CHECKING - XXXX" IS XXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BANKCARD REWARDS SIGNATURE VISA - XXXX" IS XXXXXXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "GOLD CHECKCARD - XXXX" IS XXXXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BALANCE REWARDS MONEY MKT - XXXX" IS XXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BANKCARD CASH REWARDS SIGNATURE VISA - XXXX" IS XXXXXXXXXXXXXXX
ACCOUNT NUMBER FOR YOUR "BANKCARD REWARDS VISA - XXXX" IS XXXXXXXXXXXXXXX
DID THIS ANSWER YOUR QUESTION? YES NO
BANK ROUTING NUMBER FAQS
ACCOUNTS FAQ SAFE DEPOSIT BOX MENU TAX PREP...
FAQ SAFE DEPOSIT BOX MENU WAYS T...
FAQ SAFE DEPOSIT BOX MENU WIRE...
SHOW WHAT IS THE ROUTING NUMBER OF MY BANK OF ... ...
ACCESS YOUR BANK ACCOUNTS AT BANK
TO MAKE SURE JAVASCRIPT IS TURNED ON...
BROWSER SETTINGS AND REFRESH. BROWSER ...
DEPOSITS SIGN IN HOME LOCATIONS CONTACT ...
VIEW ACCOUNT..., 365 DAYS A YEAR. CHECK YOUR BAL...
CREDIT CARD ACCOUNTS FAQ | BANK
REPLACEMENT CARD BY SIGNING IN TO ONLINE BANKING...
THE INFORMATION... SHOW WHAT'S AN ANNUAL PERC...
(APR)? AN APR IS THE INTEREST RATE CHARGED ... EX...
HISTORY +
CONTACT US

FIG. 11

METHOD AND APPARATUS FOR NAVIGATIONAL SEARCHING OF A WEBSITE

FIELD OF TECHNOLOGY

This invention relates to webpage searching.

BACKGROUND OF THE DISCLOSURE

Many users find that interactive website search fields lack ease of accessibility for a number of different reasons. One reason is when a user types a query into a search box he may be redirected to a second webpage where he is prompted to choose from a list of webpages. Some users, however, would prefer to view the list of webpages while remaining on the current webpage.

Also, many times a user types a query into a website search box, and is presented with a large list of different webpages to choose from. This may confuse a user who would prefer an answer to the query he presented, as opposed to an entire list of results where the answer to his or her query may or may not be found.

Therefore, there is a need for an interactive webpage searching display window, which may enable a user to remain on the current webpage while viewing the list of webpages responsive to the query. The list of available webpages should preferably include at least one webpage which contains the answer to the user's query, or a short list of related webpages, to simplify the user's searching experience.

SUMMARY OF THE INVENTION

An apparatus for navigational searching of a webpage is provided. The apparatus may include a webpage. The apparatus may include a processor. The apparatus may include an interactive searching display window. The interactive searching display window may include a search box. The search box may enable a user to type in a query. The interactive searching display window may include an answer box. The answer box may be configured to display an answer to the user's query. The answer to the user's query may be determined by the processor. The interactive searching display window may include a minimize button. The minimize button may be configured to reduce the display area of the interactive searching display window. The interactive searching display window may include a maximize button. The maximize button may be configured to increase the display area of the interactive searching display window. The interactive searching display window may include a pin button. The pin button may be configured to allow the user to pin the interactive display window to a specific place on the browser document window.

The processor may be configured to redirect the user to a second webpage. The redirection may be in response to the processor determining that greater than a threshold probability exists that the answer to the user's query is found on the second webpage. The processor may be configured to electronically notify the user, via a message in the answer box, that he has been redirected to the second webpage. The processor may be further configured to display the interactive searching display window about a central location of the second webpage for a pre-determined time period. The time period may be not less than 1.5 seconds and not more than 3.5 seconds.

BRIEF DESCRIPTION OF THE DRAWINGS

The objects and advantages of the invention will be apparent upon consideration of the following detailed description, taken in conjunction with the accompanying drawings, in which like reference characters refer to like parts throughout, and in which:

FIG. **1** shows an illustrative apparatus in accordance with principles of the invention;

FIG. **2** shows an illustrative apparatus in accordance with the principles of the invention;

FIG. **3** shows an illustrative graphical user interface ("GUI") in accordance with the principles of the invention;

FIG. **4** shows an illustrative GUI in accordance with the principles of the invention;

FIG. **5** shows an illustrative GUI in accordance with the principles of the invention;

FIG. **6** shows an illustrative GUI in accordance with the principles of the invention;

FIG. **7** shows an illustrative GUI in accordance with the principles of the invention;

FIG. **8** shows an illustrative GUI in accordance with the principles of the invention;

FIG. **9** shows an illustrative GUI in accordance with the principles of the invention;

FIG. **10** shows an illustrative GUI in accordance with the principles of the invention; and

FIG. **11** shows an illustrative GUI in accordance with the principles of the invention.

DETAILED DESCRIPTION OF THE DISCLOSURE

Apparatus and methods for navigational searching of a webpage are provided. Such apparatus and methods may include computer hardware and software that are compatible with the internet and the worldwide web.

The apparatus may be configured to display a webpage on a user's workstation display. The apparatus may include a processor. The apparatus may include an interactive searching display window. The interactive searching display window may include a search box. The search box may enable a user to type in a query.

In another embodiment, the search box may enable a user to enter a query in a different manner, such as, a voice command device, a handwriting recognition touch interface, a touch screen or any other suitable input/output device. The search box may also function using type-ahead functionality.

The interactive searching display window may include an answer box. The answer box may be configured to display an answer to the user's query. The answer may be determined by the processor.

In another embodiment, the answer may be displayed to the user in a different manner, such as, an audio output device, or any other suitable input/output device.

The interactive searching window may include a minimize button. The minimize button may be configured to reduce a display area of the interactive searching display window.

The interactive searching display window may include a maximize button. The maximize button may be configured to increase a display area of the interactive searching display window.

The interactive searching display window may include a pin button. The pin button may be configured to allow a user to pin the interactive searching display window to a specific place on the webpage.

The processor may be configured to redirect the user to a second webpage in response to the processor determining that greater than a threshold probability exists that the answer to the user's question may be found on the second webpage.

The processor may be configured to electronically notify the user that he has been redirected to the second webpage. The electronic notification may be a message in the answer box.

The processor may be configured to display the interactive searching display window about a central location, or any other suitable location, of the second webpage for a pre-determined time period. The time period may be not be less than 1.5 seconds and not more than 3.5 seconds. The time period of not less than 1.5 seconds and not more than 3.5 seconds may allow the brain of the user to comprehend that he has been redirected to the second webpage, but not to be frustrated by the ongoing at least partial concealment of the second webpage.

The processor may be further configured to move the interactive searching display window to one side of the second webpage after the time period of not less than 1.5 seconds and not more than 3.5 seconds has elapsed. Moving the interactive searching display window after the time period has elapsed may enable a user to view the second webpage without requiring the user to manually move the interactive searching display window. The time period of between 1.5 until 3.5 seconds may be enough time to enable the user to comprehend the redirection that has taken place, but not conceal the user's view of the second webpage for too long. This is because concealment of the second webpage for an extended period of time—e.g. more than 3.5 seconds—may disturb the user's view of the second webpage, and may frustrate the user. The shift of the interactive searching display window after the elapse of the time period of between 1.5 and 3.5 seconds may be enough time to enable the user to comprehend that the interactive searching display window can be pinned to the side of the webpage, and can be unpinned using the pin button.

The processor may be further configured to display the interactive searching display window pinned to one side of the second webpage. The side of the second webpage may be a right side, a left side, a top side, or a bottom side.

The processor may be configured to determine that there is insufficient display area on the second webpage for pinning of the interactive searching display window. The processor may be configured not to display the pin button to the user upon the determination that there is insufficient display area on the second webpage for pinning.

The answer to the user's question may be based in part on the user's personal information, for example, the user's name, phone number, address, the number of accounts associated with the user, the monetary size of the user's accounts, the monetary size of the user's home equity loan or mortgage, user's account history, etc.

The answer to the user's questions may be based in part on prior user searches, or any other suitable general or specific user information.

The processor may be configured to retain the state of the search box and the answer box, following redirection from the first webpage to the second webpage.

In another embodiment, the processor may be configured to display a plurality of webpage links in the answer box. The links may be displayed in response to the processor determining that greater than a threshold probability exists that the answer to the user's question may be found on each of the webpages. In some embodiments, the processor may be configured to display the probability, as a percentage, that the answer may found on the individual webpage.

In this embodiment, the processor may be configured to redirect the user, for each webpage, to a second webpage in response to the user clicking on one of the plurality of webpage links. The webpage link which the user clicks on may correspond to the second webpage.

Illustrative embodiments of apparatus and methods in accordance with the principles of the invention will now be described with reference to the accompanying drawings, which form a part hereof. It is to be understood that other embodiments may be utilized and structural, functional and procedural modifications may be made without departing from the scope and spirit of the present invention.

FIG. **1** is an illustrative block diagram of system **100** based on a computer **101**. The computer **101** may have a processor **103** for controlling the operation of the device and its associated components, and may include RAM **105**, ROM **107**, input/output module **109**, and a memory **115**. The processor **103** will also execute all software running on the computer—e.g., the operating system. Other components commonly used for computers such as EEPROM or Flash memory or any other suitable components may also be part of the computer **101**.

The memory **115** may be comprised of any suitable permanent storage technology—e.g., a hard drive. The memory **115** stores software including the operating system **117** any application(s) **119** along with any data **111** needed for the operation of the system **100**. Alternatively, some or all of computer executable instructions may be embodied in hardware or firmware (not shown). The computer **101** executes the instructions embodied by the software to perform various functions.

Input/output ("I/O") module may include connectivity to a microphone, keyboard, touch screen, and/or stylus through which a user of computer **101** may provide input, and may also include one or more speakers for providing audio output and a video display device for providing textual, audiovisual and/or graphical output.

System **100** may be connected to other systems via a LAN interface **113**.

System **100** may operate in a networked environment supporting connections to one or more remote computers, such as terminals **141** and **151**. Terminals **141** and **151** may be personal computers or servers that include many or all of the elements described above relative to system **100**. The network connections depicted in FIG. **1** include a local area network (LAN) **125** and a wide area network (WAN) **129**, but may also include other networks. When used in a LAN networking environment, computer **101** is connected to LAN **125** through a LAN interface or adapter **113**. When used in a WAN networking environment, computer **101** may include a modem **127** or other means for establishing communications over WAN **129**, such as Internet **131**.

It will be appreciated that the network connections shown are illustrative and other means of establishing a communications link between the computers may be used. The existence of any of various well-known protocols such as TCP/IP, Ethernet, FTP, HTTP and the like is presumed, and the system can be operated in a client-server configuration to permit a user to retrieve web pages from a web-based server. Any of various conventional web browsers can be used to display and manipulate data on web pages.

Additionally, application program(s) **119**, which may be used by computer **101**, may include computer executable instructions for invoking user functionality related to com-

munication, such as email, Short Message Service (SMS), and voice input and speech recognition applications.

Computer **101** and/or terminals **141** or **151** may also be devices including various other components, such as a battery, speaker, and antennas (not shown).

Terminal **151** and/or terminal **141** may be portable devices such as a laptop, cell phone, Blackberry™, or any other suitable device for storing, transmitting and/or transporting relevant information. Terminals **151** and/or terminal **141** may be other devices. These devices may be identical to system **100** or different. The differences may be related to hardware components and/or software components.

FIG. **2** shows illustrative apparatus **200**. Apparatus **200** may be a computing machine. Apparatus **200** may include one or more features of the apparatus shown in FIG. **1**. Apparatus **200** may include chip module **202**, which may include one or more integrated circuits, and which may include logic configured to perform any other suitable logical operations.

Apparatus **200** may include one or more of the following components: I/O circuitry **204**, which may include a transmitter device and a receiver device and may interface with fiber optic cable, coaxial cable, telephone lines, wireless devices, PHY layer hardware, a keypad/display control device or any other suitable encoded media or devices; peripheral devices **206**, which may include counter timers, real-time timers, power-on reset generators or any other suitable peripheral devices; logical processing device **208**, which may compute data structural information, structural parameters of the data, quantify indices; and machine-readable memory **210**.

Machine-readable memory **210** may be configured to store in machine-readable data structures: information pertaining to a user, information pertaining to an account holder and the accounts which he may hold, the current time, information pertaining to a credit or debit card user and any other suitable information or data structures.

Components **202**, **204**, **206**, **208** and **210** may be coupled together by a system bus or other interconnections **212** and may be present on one or more circuit boards such as **220**. In some embodiments, the components may be integrated into a single chip. The chip may be silicon-based.

FIG. **3** shows an illustrative GUI webpage **300**. Interactive searching display window **302** may contain search box **304**. A user of webpage **300** may have typed "investing tools" into search box **304**. The user may click GO button **310** to begin the search. The user may also press the enter key, or any other suitable key to begin the search. Answer box **306** provides the user an option to click on link **308**, titled "tools and investments". Directly under link **308**, there are presented options of different webpages and information that pertain to the user's question. Included in the list are bank investing and wealth management, small business banking accounts and services, bank site map, etc. In addition to the pertinent information, there is a history link, which may enable a user to expand the interactive searching display window and view his previous searching history.

Close button **312** may enable the user to close the interactive searching display window. Maximize button **314** may enable the user to increase the size of the interactive searching display window. Minimize button **316** may enable the user to reduce the size of the interactive searching display window. Pin button **318** may enable the user to pin the interactive searching display window to one side of webpage **300**.

FIG. **4** shows an illustrative GUI webpage. The user of webpage **300**, may have clicked link **308**. In response to clicking link **308**, the user may have been redirected to webpage **400**. In certain embodiments, interactive searching display window **402** may substantially constantly retain, following the redirection, its original state prior to the redirection, as shown in search box **404**, link **408**, answer box **406**, close button **412**, maximize button **414**, minimize button **416** and pin button **418**. The answer to the user's question may be displayed on webpage **400**. Tab **420** shows webpage **400** may pertain to tools and investing. Heading **422** depicts the heading of the webpage, "tools and investing". Subheading **424** describes the heading in other words, "manage your money, beyond tracking". Clicking on button **426** may redirect the user to another webpage pertaining to "view spending by category". Clicking on button **428** may redirect the user to another webpage pertaining to "save for a goal". Clicking on button **430** may redirect the user to another webpage pertaining to "create and track budgets". Clicking on button **432** may redirect the user another webpage pertaining to "view reward points and mileage". Clicking on button **434** may redirect the user to another webpage pertaining to "track your net worth". Clicking on button **436** may redirect the user to another webpage pertaining to "set up bill reminders". Subheading **438** describes investing with a particular vendor.

FIG. **5** shows a GUI webpage. Interactive searching display window **512** may contain search box **514**, close button **512**, maximize button **514**, minimize button **516** and pin button **518**. The user may have typed "transfer money" into search box **504**. The processor may determine that greater than a threshold probability exists that the answer to the user's question may be found on webpage **600**, as shown below in the portion of the specification corresponding to FIG. **6**.

In response to the processor's determination that the answer to the user's question may be found on webpage **600**, the user may be electronically notified, via message **508** in answer box **506** that he has been redirected to a second webpage.

FIG. **6** shows a GUI webpage. There may not be sufficient room on webpage **600** to display the interactive searching window pinned to one side of webpage **600**. The user of webpage **600** may have typed "transfer money" into interactive search box **602**. Interactive searching display window **602** is shown on top of webpage **600**. Webpage **600** may remain active and usable while interactive searching display window is on top of webpage **600**. Interactive searching display window may appear about a central location on top of webpage **800** for a time period of not less than 1.5 seconds and not more than 3.5 seconds. The time period of 1.5 to 3.5 seconds may allow the user to understand that he has been redirected to webpage **800**. The appearance of interactive searching display window **602** on top of webpage **800** for a time period of 1.5 to 3.5 seconds may appear to the user to be brief. The 3.5 upper time limit may reduce user frustration at webpage **800** not fully being displayed following redirection. The lower time limit may be the minimum time for a user to fully grasp that redirection has occurred. The lower time limit could be 1.5, 1.6, 1.7, 1.8, 1.9, 2.0, 2.1, 2.2, 2.3, 2.4, or even 2.5 seconds. The upper time limit could be 3.4, 3.3, 3.2, 3.1, or even 3.0 seconds. The time period of between 1.5 and 3.5 seconds is merely exemplary.

The amount of time which the interactive searching display window is shown on top of webpage **800** may be dynamic, based on historical user experience. For example, if the processor determines that the user has interacted with the interactive searching window a predetermined number of times, and is pre-conditioned to recognize the display of the

interactive searching window, the processor may display the interactive searching window on top of webpage **800** for a shorter period of time—i.e. 1.5, 1.6 or 1.7 seconds. If the processor determines that the user has not interacted with the interactive searching display window more than a predetermined number of times, the processor may display the interactive searching window on top of webpage **800** for a longer period of time—i.e. 3.3, 3.4 or 3.5 seconds. In some embodiments, the amount of display time may be shifted between the upper time limit and lower time limit depending on either historical experience or other factors.

Interactive searching display window **602** may contain maximize button **606**, minimize button **608** and pin button **610**. Pin button **610** may not be visible because the processor may have determined that there is not sufficient room on webpage **600** for interactive searching display window **602** to be pinned to one side of webpage **600**.

FIG. **7** shows a GUI webpage. Webpage **500** may appear as webpage **700** after the time period of not less than 1.5 seconds and not more than 3.5 seconds has elapsed. Interactive searching display window **702** may be pinned to one side of webpage **700**. Interactive searching display window **702** may retain the state of answer box **706** and search box **704**, following redirection from webpage **500** to webpage **700**.

Tab **708** may pertain to transfers. Box **710** may describe transferring of money in more detail. Transferring of money may be the answer to the user's question on webpage **700** of "transfer money".

FIG. **8** shows a GUI webpage. The user of webpage **600** may have been redirected to webpage **800**. Interactive searching display window **802** is shown on top of webpage **800**. Webpage **800** may remain active and usable while interactive searching display window is on top of webpage **800**. Interactive searching display window may appear on top of webpage **800** for a time period of not less than 1.5 seconds and not more than 3.5 seconds. The time period of 1.5 to 3.5 seconds may allow the user to understand that he has been redirected to webpage **800**. The appearance of interactive searching display window **802** on top of webpage **800** for a time period of 1.5 to 3.5 seconds may appear to the user to be brief, thereby minimizing user frustration.

Interactive searching display window **802** may contain close button **804**, maximize button **806** and minimize button **808**. A pin button may not be visible because the processor may have determined that there is not enough room on webpage **800** for interactive searching display window to be pinned to one side of webpage **800**.

FIG. **9** shows a GUI webpage. Webpage **800** may appear as webpage **900** after the time period of not less than 1.5 seconds and not more than 3.5 seconds has elapsed. The processor may have determined that there is not enough room on webpage **900** for an interactive searching window to be pinned to one side of webpage **900**. After the time period of 1.5 to 3.5 seconds has elapsed, the interactive searching display window **802** may appear to move from on top of webpage **800** into plus icon **902**. Interactive searching display window may be displayed as search box **904** and plus icon **902**. The state of the answer box (not shown) and search box **904** may be maintained, following redirection from webpage **700** to webpage **900**. The user may view the interactive searching display window in full view by clicking on plus icon **902**.

FIG. **10** shows a GUI webpage. Interactive searching display window **1202** may be displayed on top of webpage **1000**. The user may have typed "what is my account number?" into search box **1004**. The user may have clicked "GO" button **1006**. The processor may have determined that greater than a threshold probability exists that the processor can determine the answer to the user's question. The answer to the user's question may appear in answer box **1008**. The answer to the user's question may be "Account number for your "my access checking account 1234" is 3908809000". The user may choose to move and pin interactive searching display window **1002** to one side of webpage **1000** using pin button **1016**.

FIG. **11** shows a GUI webpage. Webpage **1000** may appear as webpage **1100** after a user uses the pin button to move and pin the interactive searching display window to one side of webpage **1100**.

As will be appreciated by one of skill in the art, the invention described herein may be embodied in whole or in part as a method, a data processing system, or a computer program product. Accordingly, the invention may take the form of an entirely hardware embodiment, an entirely software embodiment or an embodiment combining software, hardware and any other suitable approach or apparatus.

Furthermore, such aspects may take the form of a computer program product stored by one or more computer-readable storage media having computer-readable program code, or instructions, embodied in or on the storage media. Any suitable computer readable storage media may be utilized, including hard disks, CD-ROMs, optical storage devices, magnetic storage devices, and/or any combination thereof. In addition, various signals representing data or events as described herein may be transferred between a source and a destination in the form of electromagnetic waves traveling through signal-conducting media such as metal wires, optical fibers, and/or wireless transmission media (e.g., air and/or space).

The invention may be described in the general context of computer-executable instructions, such as program modules, being executed by a computer. Generally, program modules may include routines, programs, objects, components, data structures, etc., that perform particular tasks or store or process data structures, objects and other data types. The invention may also be practiced in distributed computing environments where tasks are performed by separate (local or remote) processing devices that are linked through a communications network.

In a distributed computing environment, program modules may be located in both local and remote computer storage media including memory storage devices. In a distributed computing environment, devices that perform the same or similar function may be viewed as being part of a "module" even if the devices are separate (whether local or remote) from each other.

Thus, methods and apparatus for navigational searching of a webpage are provided. Persons skilled in the art will appreciate that the present invention can be practiced by other than the described embodiments, which are presented for purposes of illustration rather than of limitation, and that the present invention is limited only by the claims that follow.

What is claimed is:

1. Apparatus for navigational searching on a webpage comprising:

a first webpage;

a processor; and

an interactive searching display window located on the first webpage, the window comprising:

a search box which enables a user to type in a query;

an answer box, which is configured to display an answer to the user's query, said answer being determined by the processor;

a minimize button, which is configured to reduce a display area of the interactive searching display window;

a maximize button, which is configured to increase the display area of the interactive searching display window; and

a pin button which is configured to allow the user to pin the interactive searching display window to a specific place on the first web page;

the processor being further configured to:

receive and process the user's query;

determine that a probability that the answer to the user's query is found on a second webpage is greater than the probability that the answer to the user's query is found on the first webpage;

automatically redirect the user to the second webpage;

electronically notify the user, via a message in the answer box, that the user has been redirect to the second webpage; and

display the interactive searching display window in a central location of the second webpage for a time period not less than 2 seconds and not more than 3.5 seconds.

2. The apparatus of claim **1**, wherein the processor is further configured to move the interactive searching display window to one side of the second webpage after the time period of not less than 2 seconds and not more than 3.5 seconds has elapsed.

3. The apparatus of claim **2**, wherein the processor is further configured to display the interactive searching display window pinned to one side of the second webpage.

4. The apparatus of claim **3**, wherein the side is either a right side or a left side.

5. The apparatus of claim **3**, wherein the side is either a top side or a bottom side.

6. The apparatus of claim **1**, wherein the processor is further configured not to display the pin button to the user when the processor determines that there is no room on the second webpage for pinning.

7. The apparatus of claim **1**, wherein the answer to the user's query is based at least in part on the user's personal information.

8. The apparatus of claim **1**, wherein the answer to the user's query is based at least in part on prior user searches.

9. The apparatus of claim **1**, wherein the processor is further configured to retain the state of the search box and the answer box, following redirection from the first webpage to the second webpage.

10. Apparatus for navigational searching on a webpage comprising:

a first webpage;

a processor; and

an interactive searching display window boated on the first webpage, the window comprising:

a search box which enables a user to type in a query;

an answer box, which is configured to display an answer to the user's query, said answer being determined by the processor;

a minimize button, which is configured to reduce a display area of the interactive searching display window;

a maximize button, which is configured to increase the display area of the interactive searching display window; and

a pin button which is configured to allow the user to pin the interactive searching display window to a specific place on the first web page;

the processor being further configured to:

receive and process the user's query;

determine that a level probability that the answer to the user's query is found on one of a plurality of webpages is greater than the level of probability that the answer is found on the first webpage;

display a plurality of webpage links in the answer box, said plurality of webpage links that correspond to the plurality of webpages;

redirect the user to a second webpage in response to the user clicking on one of the plurality of webpage links, said webpage link corresponding to the second webpage; and

display the interactive searching display window in a central location of the second webpage for a time period not less than 2 seconds and not more than 3.5 seconds.

11. The apparatus of claim **10**, wherein the processor is further configured to move the interactive searching display window to one side of the second webpage after the time period of not less than 2 seconds and not more than 15 seconds has elapsed.

12. The apparatus of claim **11**, wherein the processor is further configured to display the interactive searching display window pinned to one side of the second webpage.

13. The apparatus of claim **12**, wherein the side is either a right side or a left side.

14. The apparatus of claim **12**, wherein the side is either a top side or a bottom side.

15. The apparatus of claim **10**, wherein the processor is further configured not to display the pin button to the user when the processor determines that there is no room on the second webpage for pinning.

16. The apparatus of claim **10**, wherein the answer to the user's query is based at least in part on the user's personal information.

17. The apparatus of claim **10**, wherein the answer to the user's query is based at least in part on prior user searches.

18. The apparatus of claim **10**, wherein the processor is further configured to retain the state of the search box and the answer box, following redirection from the first webpage to the second webpage.

19. One or more non-transitory computer-readable media storing computer-executable instructions which, when executed by a processor on a computer system, perform a method for navigational searching of a webpage comprising:

displaying an interactive searching display window on a first webpage;

displaying a search box, which enables a user in a query, on the interactive searching display window;

receiving and processing in the user's query;

determining an answer to the user's query;

displaying an answer box, which is configured to display the answer to the user's query;

displaying a minimize button, which is configured to reduce a display area of the interactive searching display window;

displaying a maximize button, which is configured to increase the display area of the interactive searching display window;

displaying a pin button which is configured to allow the user to pin the interactive searching display window to a specific place on the webpage;

determine that a level of probability that the answer to the user's query is found on one of a plurality of webpages is greater than the level of probability that the answer is found on the first webpage;

redirecting the user to a second webpage in response to the user clicking on one of the plurality of webpage links; said webpage link corresponding to the second webpage and; and

displaying the interactive searching display window in a central location of the second webpage for a time period not less than 2 seconds and not more than 3.5 seconds.

20. The method of claim **19**, further comprising moving the interactive searching display window to one side of the second webpage after the time period of not less than 2 seconds and not more than 15 seconds has elapsed.

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